

<b>Date of Incident</b>	10-08-2024
<b>Prepared By</b>	Ketty Bailey
<b>Reviewed By</b>	Incident Report was reviewed by Alison Snyder on 10-09-2024 at 02:43 PM.
<b>Property</b>	Warrington Crossings
<b>Time of Incident</b>	14:00:00
<b>Location of Incident</b>	Back of C building

<b>Report Last Updated By</b>	<b>Update Date</b>
Alison Snyder	10-09-2024
Ketty Bailey	10-09-2024

Incident Type
Mechanical Disruptions
Incident Type Category
Plumbing or Sprinkler leak
Incident Type Sub-Category
Flood
Description of Incident
A resident reported a flood at the back of C Building. When Bill Steever, Maintenance Supervisor, reported it was determined it was a water main break.
Corrective action taken at the time of the incident
Representatives from the water department and township reported to the office and advised that the water was entering the storm drain and that it needed to be repaired immediately. Ketty Bailey and Bill Steever called Mike Jacobus and Alison Snyder to advise them of the situation. Ben Manis was called to make the repair. The repair was completed at approximately 7:30pm. Ketty Bailey and Bill Steever called Mike Jacobus and Alison Snyder to advise them of the situation. Ben Manis was called to make the repair. The repair was completed at approximately 7:30pm.
What we have done related to Customer Service and helping the resident, if anything?
Ketty sent email blasts to the residents advising of the water shut down, and again when the repair was completed and the water was returned to service. Cones were placed in the area of the water.
Witnesses names and phone number
Bill Steever, Maintenance Supervisor, 267-625-8624
Was there security camera footage of this incident?
No
Link to security footage video in Box
http://
Did this incident involve a resident?
No
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No
Should this incident be reported to the residents renters insurance policy?
No

